


KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL MANAGEMENT POLICY AND PROCEDURE	SECTION NUMBER 05-125	PAGE NUMBER
		SUBJECT: INFORMATION TECHNOLOGY AND RECORDS: Data Network Management	

The IMPP has been placed on RESERVE status, reason being is that the viable content of this IMPP has been subsumed within the parameters of IMPP (05-121) being issued at this time.

Secretary of Corrections

06-02-04
Date

INTERNAL MANAGEMENT POLICY & PROCEDURES

STATEMENT OF ANNUAL REVIEW

IMPP # 05-125

**Title: INFORMATION TECHNOLOGY AND RECORDS: Data
 Network Management**

The above referenced Internal Management Policy and Procedure (IMPP), issued effective 09-21-02, was reviewed during January 2004 by the KDOC Policy Review Panel, per IMPP 01-101. At the time of this annual review, the Policy Review Panel determined that: no substantive changes and/or modifications to this IMPP are necessary at this time, and the IMPP shall remain in effect as issued on the above stated date.

The next scheduled review for this IMPP is January 2005.

This statement of annual review shall be placed in front of the referenced IMPP in all manuals.

Norman Bacon, IT Acting Director
Policy Review Committee Chairperson

Date

Roger Werholtz, Secretary of Corrections

02-03-04
Date

INTERNAL MANAGEMENT POLICY & PROCEDURES

STATEMENT OF ANNUAL REVIEW

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Carlos Usera, Information Resource Manager
Policy Review Committee Chairperson

Date

Roger Werholtz, Secretary of Corrections

01-31-03
Date

KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL MANAGEMENT POLICY AND PROCEDURE	SECTION NUMBER 05-125	PAGE NUMBER 1 of 4
		SUBJECT: INFORMATION TECHNOLOGY AND RECORDS: Data Network Management	
Approved By: Secretary of Corrections		Original Date Issued:	N/A
		Current Amendment Effective:	09-21-02
		Replaces Amendment Issued:	N/A

POLICY

The Department of Corrections will provide secure, reliable and adequate telecommunications services to its subordinate units. These services will be managed to a high level of performance.

The department uses DISC managed services in compliance with KSA 75-4709 to achieve economies of scale, cost reductions and consistent access and reliability. Local network management must consider the topology, protocols, physical management of the assets, network operating systems and administration of the workgroups.

Network management will be achieved by the following:

- Service level commitments by a central source.
- Mean time between failures will be less than 60 business hours provided to 99% of workplaces.
- Networks will be designed with no single point of failure.
- Recovery from any service failure should be no more than two hours during normal office hours and no more than twelve hours for non-office hours.
- Wide area networks will be centrally managed with local control of local area networks up to the router.
- Central network management will be the principal design of the network.
- The network will be manageable at designated locations at any time.
- A consistent set of standards will be established and enforced for network firewalls, virtual private networks, and general network security.

DEFINITIONS

Firewall: A method for keeping a network secure from intruders. It can be a single router that filters out unwanted packets or may comprise a combination of routers and servers each performing some type of firewall processing. Firewalls are widely used to give users secure access to the Internet as well as to separate a company's public Web server from its internal network. Firewalls are also used to keep internal network segments secure.

Local Area Network (LAN): A communications network that serves users within a confined geographical area. It is made up of servers, workstations, a network operating system and a communications link.

Mean Time Between Failure (MTBF): The average time a component works without failure. It is the number of failures divided by the hours under observation.

Router: A device that forwards data packets from one local area network (LAN) or wide area network (WAN) to another. Based on routing tables and routing protocols, routers read the network address in each transmitted frame and make a decision on how to send it based on the most expedient route (traffic load, line costs, speed, bad lines, etc.).

Wide Area Network: A communications network that covers a wide geographic area, such as state or country. A LAN (local area network) is contained within a building or complex, and a MAN (metropolitan area network) generally covers a city or suburb.

PROCEDURES

I. Designated Staff Responsibilities

- A. DISC: Responsible for the security and monitoring of the state network
- B. Information Technology Managers:
 - 1. Maintain network diagrams of all sites and facilities under his/her responsibility
 - 2. Identify information / data production procedures to ensure reliability of the network.
 - 3. Implement network monitoring techniques in coordination with DISC.
- C. Network Administrators:
 - 1. Maintain current listing of network resources
 - 2. Assist the call center in identifying network issues and resolutions
 - 3. Compile monthly status and projects report

D. Database Server Administrators:

1. Implement techniques to provide redundancy and load balancing.

II. Trouble Elimination Assistance Management (TEAM)

- A. In the event of an issue, an ad hoc team will be convened to provide assistance to other Information Technology staff.
- B. After all local resources have been exhausted attempting to correct a network problem, the affected facility/office IT staff shall call the Central Office Telecommunication Manager.
- C. The Central Office Telecommunication Manager shall establish an ad hoc team consisting of the following:
 1. Technical Support Branch Manager
 2. Field Services Support Team Leader
 3. Department Network Services Supervisor
 4. Eastern Region Team Leader
 5. Western Region Team Leader
 6. Southern Region Team Leader
 7. The affected facility/office IT Staff
 8. An at large IT person with specific expertise in the area of the issue.
- D. The team will meet by conference call and will meet as many times as necessary to correct the issue.
- E. If the Central Office Telecommunication Manager cannot be reached, the affected facility/office shall contact the next person in line from the ad hoc team.
- F. If the team cannot determine a correction, the decision shall be made for the affected areas team leader to contact a selected vendor (i.e., Microsoft, etc.).

III. Use of Vendor Support

- A. The Kansas Department of Corrections maintains contracts with several vendors who will provide telephonic and on-call support. All requests for vendor-supplied services must be coordinated with the appropriate Central Office support coordinator.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities who are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

Monthly Status Reports

REFERENCES

KSA 75-4709
Kansas State Technical Architecture, Chapter 5

ATTACHMENTS

None.